Community Connections General Application Form

(Please complete this portion of application only once per organization if submitting for multiple sites)

General Application Form

Applicant Organization Name: Austin Groups for the Elderly (AGE)

Alias/DBA: AGE of Central Texas

Program Name for Google Fiber Connection:

Provision of High-Speed Internet for AGE and Non-profit Building Tenants

Organization Mission and Purpose:

AGE's mission is to empower the elderly, caregivers, and their families through education, advocacy, resources and support. Our purpose is to make it easier for people all along the spectrum of growing older, no matter where they are on that journey.

Organization Website: www.AGEofCentralTX.org

Contact Name: Joyce Lauck

City: Austin	State: Texas	Zip: 78705
Phone: 512-451-4611	Email: jalauck@ageofcentraltx.org	

Location(s) applying for site selection (including physical address of location) and how long your organization plans on being at each location:

3710 Cedar St., Austin, TX 78705

AGE has been at this location since 1986, when it was founded. AGE owns this building outright and is a huge asset, so there are no plans in place to sell or move from this property.

Type of Organization:	X Non-Profit	☐ Public Entity

Number of years in operation:	Number of employees at location:
27 years	21

Community Connections Criteria Form

(Please complete this portion of application for each location in an electronic document and please explain each response, 1000 words maximum per response, please)

Criteria Form

Please include location if applying for more than one location:

Organization

1. What is your agency's vision? *(response required for all agencies)*

   Based on the words of our co-founder, AGE's vision is of a community in which aging can be a "shared journey of triumph". A triumphant journey of aging is one where all adults are supported and empowered to age with all the independence, dignity, and vitality they desire.

2. What is your agency's mission and purpose? *(response required for all agencies)*

   AGE's mission is to empower the elderly, caregivers, and their families through education, advocacy, resources and support. Our purpose is to make it easier for people all along the spectrum of growing older, no matter where they are on that journey.

3. Please list your organization's affiliations, community partnerships, certifications, and/or accreditations. *(response required for all agencies)*

   - Through the adult day centers AGE partners with Child and Adult Care Food Program (CACFP) and is licensed through the Department of Aging and Disability Services (DADS)
   - AGE partners with a group of 20 community agencies through the collaboration of CaregiverU, including Family Eldercare, The Alzheimer's Association- Capital of Texas Chapter, Faith in Action Caregivers, and Onion Creek Senior Center.
   - AGE's early memory loss support program partners with MobileArts and WeViva for enhanced programming.
   - AGE is strongly affiliated with St. David's Foundation, which is AGE's major funder.

4. What is the total number of unduplicated clients served by your organization at this location last fiscal year? *(response required for non-profit agencies only)*

   In 2012, AGE served a total of 1,381 unduplicated clients.

   Please note that this number does not include the caregivers or older adults who seek consultations or assistance through the Caregiver Resource Center. The nature of that program is a point-in-time service which does not easily permit data collection required to document unduplicated clients. Though not unduplicated, we feel it's significant to note that there were 2,737 client encounters through the Caregiver Resource Center in 2012.

5. Briefly provide an overview of your organization and the services it offers. *(response required for all agencies)*

AGE of Central Texas is a regional non-profit that has been has been serving older adults and those who care for them since 1986. AGE serves older adults and caregivers through its primary interrelated programs: adult day health care, caregiver education and resources, early memory loss support, health equipment lending, and peer-based computer classes for seniors.

Adult Day Health Care
Adult day health care is the signature program of AGE of Central Texas, and is available at AGE's headquarters location in Central Austin and in Round Rock. The only two licensed programs of their kind locally, AGE's adult day programs are managed by a professional staff, including a full-time nurse. AGE's staff specializes in Alzheimer's and memory loss care, as well as in creating a community-oriented atmosphere where older adults engage with their peers. Participants take part in life-affirming and therapeutic activities such as music and arts, games and exercise, and conversation.

Caregiver Information and Resources
AGE offers one-on-one consulting, information, and referral, as well as educational events and support groups for people who provide care to an aging or disabled adult. AGE's resource library offers a wealth of information to help caregivers research the options and providers available in Central Texas. All services are provided at no charge. CaregiverU, a collaboration of nonprofit organizations providing education to those who care for loved ones, is sponsored by and hosted at AGE.

Early Memory Loss Support
AGE offers an early intervention program for people with memory loss, dementia, and Alzheimer's disease. This includes strategies, activities, and professionally-facilitated support groups at no charge for people who are experiencing early-stage memory impairment due to Alzheimer's disease and related disorders, and for their caregivers.

Health Equipment Lending
AGE's durable medical equipment lending closet provides wheelchairs, walkers, shower benches, and other assistive devices to those in need at no cost.

Peer-based computer classes for seniors through the AGE Computer Lab
AGE offers basic computer training and coaching to older adults interested in finding out how technology can enhance their lives. Classes are taught by volunteer instructors in an on-site lab for a very low cost. Students can learn how to write letters, manage finances, organize and share photos, shop online, and correspond with family and friends.

6. Describe the community issues your organization is attempting to address. Include a description of the population most at risk of experiencing the issues described. (*response required for non-profit agencies only*)

   Aging can be a difficult process, especially when coupled with economic and health stressors. Aging is also a universal issue: it crosses all economic, racial, and other demographic groups. According to 2010 census data, the Round Rock-Austin metropolitan area had the fastest growing population of pre-seniors (ages 55-65) in the nation, as well as the second largest population of seniors (age 65+) during that same time period. In 2010, this area had 138,736 adults age 65 years+, which makes up 8% of the total Central Texas population. So the number of seniors who need supportive services like what AGE offers will only continue to grow, as will the number of family caregivers necessary to take care of them.

7. Describe the demographics (e.g. ethnicity, gender, age, and income levels) and geographic characteristics of the community members your organization serves. (*response required for non-profit agencies only*)

Of the 1,381 unduplicated clients who used AGE's adult day care, early memory loss support, and health equipment lending services in 2012, 21 % were Hispanic, 41% were white, 1% were Asian, 20% were African American or black, and 17% indicated 'other' or unknown. Approximately 35% were female and 65% male. Over 71% of those clients were over 65, 26% were 35 to 64, and 1.5% were 20 to 34.

County of Residence of UNDUPLICATED Patients		
	Jan 1 - Dec 31	%
Bastrop	31	2.24%
Caldwell	18	1.3%
Hays	40	2.89%
Travis	1061	76.82%
Williamson	106	9.05%
Other/unknown	125	9%
Total	1381	

8. Describe your organization's accessibility (e.g. accessible main entrance, within blocks of a public bus stop, etc.). (*response required for non-profit agencies only*)

   All entrances are handicap accessible, and there is at least one entrance on each side of our building. AGE is within approximately two to three blocks from at least three bus stops close to the corner of 38th and Guadalupe.

9. If selected, how will your organization incorporate Google Fiber into the services it offers? (*response required for all agencies*)

   Google Fiber will be incorporated into AGE services in several different ways:
   - Provide reliable, high-speed connection for AGE Computer Lab classes: which would include use for email, Skype, information research, and high-quality photo and video uploads and advanced editing
   - Provide wireless access to the 20+ non-profit tenants that office in the AGE building at any given time
   - It will also boost connectivity and productivity of AGE's other programs (for email, record-keeping, and other applications)

10. The City of Austin requires an annual report explaining how selected organizations and the community they serve benefit from Google Fiber. If selected, how will your organization measure the impact Google Fiber has on those served by your organization? Describe evaluation methods, goals, and objectives. (*response required for all agencies*)

    AGE will implement an Annual Satisfaction survey with quantitative and qualitative questions to discern the impression, satisfaction, and utilization of the Google Fiber service among appropriate stakeholders (specifically the AGE computer lab participants and the AGE building tenants). This survey would need to be developed, reviewed, and administered. The goal would likely be to have positive responses among 75% of survey participants on all relative objectives within the survey.

    - OUTPUT #1: 75% of responders indicating positive experience and enhanced performance with Google Fiber service.
    - OUTCOME #1: Non-profit tenants and AGE Computer Lab classroom users will have enhanced and increasingly positive experiences due to Google Fiber service.
    - OUTPUT #2: 1,500 hours of class instruction to support digital literacy and technology access for seniors.

- OUTCOME #2: Increase and promote digital literacy and technology access for seniors.

Community
(responses required for all agencies)

1. Briefly describe how Google Fiber will enhance public participation in your organization's service.

    Having Google Fiber will likely increase satisfaction and draw for the AGE Computer Lab course offerings due to the possibilities for innovation and expansion. A likely result will be increased class registration and participation.

    Due to the varied nature of tenant organizations it is impossible for us to specifically predict how Google Fiber will impact the individual non-profit tenants in our building who would also use this service, or how that would ripple to their clients-- but it will undoubtedly have a positive impact on public participation through their organizations as well.

2. Briefly describe how your organization promotes digital inclusion.

    The purpose of AGE's Computer Lab is to promote digital inclusion among older adults and pre-seniors (ages 55 and up). Digital literacy is a great connector and tool to fight isolation and loneliness-- which is significant considering a 2008 survey by St. David's Foundation found that 28% of older adults ages 75+ reported a problem with loneliness. The lab's supportive learning environment uses older adult volunteer instructors for a peer-to-peer system that gently coaches adults to learn and use technology to its fullest. The AGE Computer Lab operates on the premise that technology helps seniors remain active participants in their community and enriches their lives.

3. Will bringing Google Fiber to your organization help the underserved? Please explain.

    AGE serves older adults, with a special affinity for those in economic hardship. With that in mind, Google Fiber service will help enhance and enrich AGE's programs, meaning that underserved older adults will be positively affected through those programs.

4. How much of your community will benefit from the Google Fiber connection?

    AGE does not refuse service to anyone and works diligently to refer someone to another organization if we cannot meet their needs, so the potential for any member of the community to walk in and receive some type of service from AGE's programs is limitless.

5. Briefly describe how your organization will offer a new community service as a result of the Google Fiber connection.

    Currently we have no intention of initiating any new service or program specifically as a result of Google Fiber in the near future. There are some plans for program expansion that could potentially benefit from Google Fiber service, including implementation of online brain health activities and applications for the adult day centers as well as for the early memory loss support program. Also, there are intentions to expand the CaregiverU offerings into online courses that would benefit from expanded internet services.

Innovation
(responses required for all agencies)

1. Please describe the potential innovative applications that could be developed with a gigabit connection.

   Being that AGE's adult day care program is a medical model that relies on trends in the healthcare industry, there is incredible potential for finding new, innovative ways to advance technology in the areas of patient/client care management. There also seems to be great potential for innovative memory care applications that would greatly benefit programs dealing with memory loss like AGE's adult day centers and the early memory loss support program.

   The other area that is ripe for technological advancements is in enhancing adult learner technologies, including virtual classroom innovations, which would enable the AGE Computer Lab to reach isolated, home-bound clients.

2. Does your organization have or foresee high bandwidth applications?

   Currently AGE does not have any high bandwidth innovations in place, but as noted above we are hopeful about the possibility of new applications such as those listed above. There is incredible room for growth with new technology with the capabilities of Google Fiber service, which would allow AGE to connect with and serve more older adults.

3. Briefly describe how your organization is interested in advancing your technology.

   Staying on the cutting-edge of aging and health-care based services will only continue to rely more on advanced technologies, and AGE is determined to pursue these increasing technological best-practices.

4. Does your organization have the capacity and resources to advance your technologies? Please explain.

   AGE is fortunate to have extremely talented and accomplished leadership, program staff, and development staff. This puts us in an advantageous position to quickly react to opportunities for innovations such as those listed above and diligently pursue the funding necessary to bring them to fruition for the benefit of our clients.

Practical Pragmatic
(responses required for all agencies)

1. Will the connection help your organization financially? How?

   AGE currently pays $666.98 per month for internet service through Grande Communications. That covers both internet service for AGE programs/staff, as well as for the other 20+ non-profit tenants in the building. AGE offers that internet service to the tenants for free as part of their lease agreement.

2. Will this be the organization's primary or secondary connection?

   This will be AGE's primary internet connection.

3. Does your organization have (or will it have) equipment necessary to connect?

Yes AGE is wired to allow all offices and tenants access to the internet, and we are prepared to update or add to our wireless router as necessary.

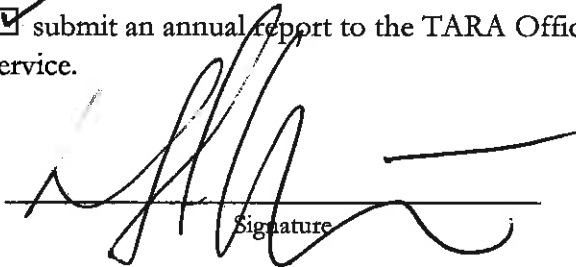4. Does your organization currently have access to a high bandwidth connection?
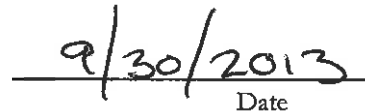
    Yes.

Applicant's Statement

I certify that answers given herein are true and complete to the best of my knowledge. I understand that false or misleading information given in my application will result in disqualification. I understand and agree that I am required to abide by City of Austin ordinances, policies and rules.

I understand if selected to receive a Google Fiber connection that the organization I represent may be required to:

☑ submit an annual report to the TARA Office explaining how the organization has benefited from the free service.

_____
Signature

9/30/2013
Date

Director of Development
Title

Please submit this form to TARA by 4:45 p.m. on Friday, September 30, 2013.

Email: digital.inclusion@austintexas.gov   Address: City of Austin – TARA - Municipal Building
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